

INSPECTION PLANNING CONSIDERATIONS FOR REVIEWING ITEMS
ASSOCIATED WITH THE CONFIRMATORY ACTION LETTER
FOR ARKANSAS NUCLEAR ONE, UNITS 1 AND 2
August 9, 2016

Purpose

This document is intended to describe considerations that will be used to schedule, plan, and conduct future NRC inspections to review Entergy's progress in improving the safety performance at Arkansas Nuclear One (ANO), Units 1 and 2, including the effectiveness of actions completed from the ANO Comprehensive Recovery Plan (CRP).

Background

On March 4, 2015, in the NRC's annual assessment letter for ANO, ([ML15063A499](#)), the NRC notified Entergy that ANO Units 1 and 2 had transitioned to the Multiple/Repetitive Degraded Cornerstone Column (Column 4) of the NRC's Reactor Oversight Process Action Matrix. This change was based on having one Yellow finding in each unit involving the failure to adequately approve the design and to load test a temporary lift assembly, and one Yellow finding in each unit involving the failure to design, construct, and maintain plant design features required to protect safety-related equipment from the effects of flooding.

In early 2016, the NRC completed an independent diagnostic inspection of safety performance at ANO, documented in NRC Inspection Report 05000313/2016007 and 05000368/2016007 ([ML16161B279](#)). This inspection included a review of Entergy's self-assessments and root cause evaluations for declining performance. Based on Entergy's review of the causes of the performance decline, the findings from the independent Third Party Nuclear Safety Culture Assessment, and the results of the NRC's independent diagnostic evaluation, the NRC determined that Entergy had a good understanding of the depth and breadth of performance concerns associated with ANO's performance decline. The NRC also reviewed the ANO CRP and concluded that Entergy's planned corrective actions should correct significant performance deficiencies and result in sustained performance improvement at ANO.

On June 17, 2016, the NRC issued a Confirmatory Action Letter (CAL) ([ML16169A193](#)) to confirm commitments made by Entergy concerning ANO, Units 1 and 2. In a letter dated May 17, 2016, "ANO Comprehensive Recovery Plan," ([ML16139A059](#)), Entergy notified the NRC of its plan to perform specific actions to resolve the causes for declining performance at ANO, and provided a summary of that plan.

Inspection Planning and Scheduling Considerations

The ANO CRP is comprised of 14 Area Action Plans that contain key improvement actions and scheduled completion dates for each action. NRC Inspection Report 05000313/2016007 and 05000368/2016007 described six performance areas of concern identified by the NRC, and the CAL identified the selected CRP actions that the NRC has concluded are necessary to cause performance improvements in those same six performance areas.

The attachment provides a description and planned due date for each action identified in the CAL. CRP actions that overlap or are redundant are listed together.

The NRC will perform inspections approximately quarterly to evaluate the status of performance improvement at ANO, as well as to independently review the effectiveness of CRP actions. CRP actions will be scheduled for inspection following notification by Entergy that it has

determined that those actions have been completed and have been assessed to be effective in achieving the necessary performance improvement. Notification of inspection readiness by the licensee may be made during routine calls between Region IV and ANO to discuss the status of the Recovery efforts. The expected completion dates listed in the attachment reflect the planned action completion dates at the time this document was issued, but do not include any planned effectiveness reviews to be performed by Entergy following action completion.

The NRC has identified some specific CRP actions that will require a suitable period of time to elapse following completion of the associated improvement action for the NRC to be able to adequately assess whether sustained improvement is evident. These actions are identified as “sustained improvement items” in the attachment.

The CAL included four ANO CRP actions that involve multiple work products, including implementing equipment modifications, procedure upgrades, and engineering program assessments. The CAL included three notes that described the NRC’s intent to inspect samples of these activities by June 2018, to assess the quality of the process rather than waiting for all work products to be completed; the NRC’s sampling approach part does not alter Entergy’s commitment to complete the entire scope of those actions. The attachment reflects this strategy, listing the specific samples planned for inspection that considered the significance of the included population and the planned completion schedule.

The attachment provides a brief description of the basis for including each group of actions in the CAL, and a brief description of each action from the ANO CRP. A more detailed description of the performance history associated with each action is available in NRC Inspection Report 05000313/2016007 and 05000368/2016007; pertinent sections of that report are listed adjacent to the action description to facilitate such a review.

The NRC will use the results of these inspections will provide information for future performance assessments of ANO Units 1 and 2, and will serve as the basis for the NRC to determine when ANO should transition out of Column 4 of the Agency Action Matrix, in accordance with NRC Inspection Manual Chapter 0305, “Operating Reactor Assessment Program.”

ADAMS ACCESSION NUMBER:

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OFFICE	SPE: PBE	C: PBE	D: DRP	C: PBE					
NAME	JDixon	NO'Keefe	TPruett	NO'Keefe					
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AAP Key #	Description	CR Action	AAP Due Date	Sustained Improvement Item (Y/N)	Discussed in 95003 Report Section(s)	Samples
Significant Performance Deficiencies (i.e., Yellow Findings)						
The following actions address the root and contributing causes for the Yellow findings for the stator drop and the flooding events, including plant deficiencies and problems with vendor oversight, change management, conservative decision making, and risk management, Entergy will implement the following actions by October 2017:						
CO-05 OC-05	Develop and issue an Entergy change management procedure for planning, execution, and follow up of "high risk" changes. Procedure will include specific expectations for reviewing effectiveness of the "high risk" change. Perform snap-shot benchmarking to check approach for change management against industry practices.	C-2015-02836-015	03/31/2016			
		C-2015-02836-036	04/07/2016		5.1	
		C-2015-02836-016	02/29/2016	Y	5.4.7	
		C-2015-02836-028	03/31/2016			
		C-2015-02836-029	07/31/2016			
		CR-ANO-C-2015-02833-015	06/17/2016			
DB-01	Establish metrics to monitor performance that would indicate that leadership focus on minimizing risk and nuclear safety results in improvement to the health of Maintenance Rule systems.	CR-ANO-C-2015-02833-016	12/15/2016	Y	5.2.2	
		C-2016-00614-023	12/31/16			
		C-2015-02833-013	05/25/2017			
		C-2015-02833-014	01/12/2017			
DB-02	Facilitate behavior change by rewarding performance that indicates leadership behaviors are focused on minimizing risk and nuclear safety by incorporating Maintenance Rule Monitoring goals into the Supervisor and above Incentive Plan (SMIP).	C-2015-02833-036	08/11/2017	N	5.2.2	
		CR-ANO-C-2014-00259-219	12/11/2015			
	Provide training to Engineering, Operations, and Planners to increase the knowledge and skills regarding passive barriers and other Design Basis Features.	CR-ANO-C-2014-00259-213	01/08/2016			
		CR-ANO-C-2014-00259-214	01/15/2016			
		CR-ANO-C-2014-00259-215	12/11/2015			
		CR-ANO-C-2014-00259-220	02/25/2016			

DB-03	CR-ANO-C-2014-00259-221	12/11/2015	Y	5.2.2
	CR-ANO-C-2015-02833-049	02/12/2016		
	CR-ANO-C-2015-02833-050	02/19/2016		
	CR-ANO-C-2015-02833-051	01/26/2016		
	CR-ANO-C-2015-02833-052	01/08/2016		
	CR-ANO-C-2015-02833-053	03/23/2016		
	CR-ANO-C-2015-02833-054	01/15/2016		
	2-2015-02879-026	07/21/2016		
DM-01	C-2015-02832-023	08/01/2016	Y	4.3.5 5.5.2
	2-2015-00362-019	04/21/2016		
DM-06	C-2015-02832-044	09/17/17	Y	5.5.2
DM-07	C-2016-00522-002	08/11/16	Y	5.5.2
DM-08	C-2016-00520-003	06/30/16	Y	5.5.2
DM-10	C-2014-02318-014	11/26/14	Y	4.1.2 5.5.2
DM-11	C-2014-02318-016	03/31/2015	Y	4.1.2 4.1.3

VO-19	FP-01	Develop external flooding design basis documentation so configuration control is defined and maintained. Develop an engineering report and flood protection drawings similar to fire protection drawings to clearly document the flooding design basis and credited flood protection features (credited external flood protection features and credited operator actions), and assign unique equipment ID to each flood protection feature and boundary.	C-2014-02318-040	12/10/2014		5.5.2	
			C-2014-00259-010	01/29/2016			
			2-2013-00904-114	01/29/2016			
			C-2014-00259-052	06/06/2014			
			C-2014-00259-122	02/10/2016	N	4.2.3	
			C-2014-00259-131	12/17/2015			
			C-2014-00259-143	12/18/2015			
			C-2014-00259-227	02/18/2016			
			C-2014-00259-248	06/23/2016			
			C-2014-00259-230	01/26/2017			
FP-02	Develop internal flooding design basis documentation so configuration control is defined and maintained. Develop an engineering report and flood protection drawings similar to the fire protection drawings to clearly document the flooding design basis and credited flood protection features (credited internal flood protection features and credited operator actions). Update the Flooding Upper Level Document (ULD). Assign unique equipment identification to each flood protection feature and boundary.	C-2014-00259-231	01/26/2017				
		C-2014-00259-232	01/26/2017				
		C-2014-00259-233	01/26/2017				
		C-2014-00259-234	01/26/2017	N	4.2.3		
		C-2014-00259-235	06/29/2017				
		C-2014-00259-236	02/23/2017				
		C-2014-00259-237	01/26/2017				
		C-2014-00259-238	01/26/2017				
		C-2014-00259-011	03/11/2016				
		C-2013-01304-085	07/25/2014	N	4.2.3 4.2.5		
FP-03	Label external flood barriers in the plant to provide in-field awareness of flood protection features.						

<p>Establish an Engineering Barrier program to include external and internal flood protection in accordance with the requirements of procedure EN-DC-329. Assign program owner and backup - Site Engineer. Establish the preventive maintenance of external and internal flood protection features including scope, frequency, testing criteria, and acceptance criteria.</p>	C-2014-00259-246	12/08/2016		
	C-2013-01304-017	07/25/2013		
	C-2013-01304-018	07/25/2013		
	C-2013-01304-019	07/25/2013		
	C-2013-01304-020	07/25/2013		
	C-2013-01304-021	07/25/2013		
	C-2013-01304-030	08/22/2013		
	C-2013-01304-031	11/14/2013		
	C-2013-01304-032	08/22/2013		
	C-2013-01304-033	11/14/2013		
	C-2013-01304-034	09/19/2013		
	C-2013-01304-035	12/05/2013		
	C-2013-01304-037	12/05/2013		
	C-2013-01304-039	12/05/2013		
	C-2013-01304-041	12/05/2013		
	C-2013-01304-043	12/05/2013		
	C-2013-01304-045	12/05/2013		
	C-2013-01304-047	12/05/2013		
	C-2013-01304-049	12/05/2013		
	C-2013-01304-051	12/05/2013		
C-2013-01304-053	12/05/2013			
C-2013-01304-055	12/05/2013			
C-2013-01304-057	12/05/2013			
C-2013-01304-059	12/05/2013			
C-2013-01304-061	12/05/2013			
			Y	4.2.3 4.2.5

FP-04

FP-06	Validate that all external flood gaps identified from the review of documentation for credible flood paths and the follow-up walk downs have been resolved.	C-2014-00259-014	01/15/2016	N	4.2.3 5.2.1
		C-2014-00259-017	01/29/2016		
		C-2014-00259-015	06/27/2014		
		C-2014-00259-016	06/27/2014		
		C-2014-00259-020	05/16/2014		
		C-2014-00259-031	08/29/2014		
		C-2014-00259-032	03/20/2014		
		C-2014-00259-033	04/17/2014		
		C-2014-00259-034	11/28/2014		
		C-2014-00259-037	02/11/2016		
		C-2014-00259-039	08/29/2014		
		C-2014-00259-040	09/19/2014		
		C-2014-00259-059	09/16/2014		
		C-2014-00259-068	02/26/2015		
		C-2014-00259-069	03/24/2016		
		C-2014-00259-077	10/30/2015		
		C-2014-00259-142	06/26/2015		
		C-2014-00259-146	01/15/2016		
		C-2014-00259-202	08/28/2015		
		C-2014-00259-205	01/15/2016		
C-2014-00259-206	12/17/2015				
C-2014-00259-208	11/05/2015				
C-2014-00259-209	01/28/2016				

FP-07	Perform walk downs of all credited internal flood protection features and document the results in an engineering report.	C-2014-00259-082	06/23/2016	N	4.2.3				
		C-2014-00259-018	06/27/2014						
		C-2014-00259-112	12/31/2017						
		C-2014-00259-250	12/31/2016						
		C-2014-00259-019	10/02/2015						
		C-2014-00259-058	07/18/2014						
		C-2014-00259-070	10/17/2014						
		C-2014-00259-073	10/24/2014						
		C-2014-00259-078	12/17/2015						
		C-2014-00259-093	12/04/2015						
		C-2014-00259-127	10/30/2015						
		C-2014-00259-251	12/17/2015						
		C-2014-00259-252	01/29/2016						
FP-08	Validate that all internal flood gaps identified from the review of documentation for credible flood paths and the follow-up walk downs have been resolved.	C-2014-00259-210	11/17/16	N	4.2.3 5.2.1				
		C-2014-00259-213	01/08/2016						
		C-2014-00259-214	01/15/2016						
		C-2014-00259-215	12/11/2015						
		C-2013-00888-016	07/10/2013						
		C-2013-00888-018	10/10/2013						
		C-2013-01304-027	06/27/2013						
		C-2014-00259-022	03/27/2015						
		C-2014-00259-136	09/03/2015						
		C-2014-00259-216	12/11/2015						
		FP-09	Establish the Program Notebook and initial Program Health Report for flood protection in accordance with EN-DC-143 (Engineering Health Reports) to identify, communicate, prioritize, and drive resolution of issues that challenge an effective flood protection strategy including performance indicators, initial color rating (Red or Yellow, and action plans).			C-2014-00259-210	11/17/16	N	4.2.3
						C-2014-00259-213	01/08/2016		
						C-2014-00259-214	01/15/2016		
C-2014-00259-215	12/11/2015								
C-2013-00888-016	07/10/2013								
C-2013-00888-018	10/10/2013								
C-2013-01304-027	06/27/2013								
C-2014-00259-022	03/27/2015								
C-2014-00259-136	09/03/2015								
C-2014-00259-216	12/11/2015								
FP-13	Develop and conduct initial and continuing training essential to understanding and maintaining the license basis for flood barrier features. Address Operations, Engineering, and Work Planning groups.			C-2014-00259-210	11/17/16	N	4.2.3		
				C-2014-00259-213	01/08/2016				
				C-2014-00259-214	01/15/2016				
		C-2014-00259-215	12/11/2015						
		C-2013-00888-016	07/10/2013						
		C-2013-00888-018	10/10/2013						
		C-2013-01304-027	06/27/2013						
		C-2014-00259-022	03/27/2015						
		C-2014-00259-136	09/03/2015						
		C-2014-00259-216	12/11/2015						

VO-15	Review current processes in Engineering related to Vendor Oversight Fundamental Problem. Determine if additional actions are required to address less formal interfaces with suppliers of contract services. Assign additional actions as warranted to address any gaps identified.	C-2015-02838-011	07/15/2016		5.5.5	
VO-18	Revise Project Management procedures to ensure projects are organized and managed with (1) effective support by subject matter experts and (2) effective vendor and technical oversight.	C-2014-02318-015 C-2014-02318-193	03/31/2015 02/23/2016	Y	4.1.2 4.1.3	
VO-20	Issued procedure for Management and Oversight of Supplemental Personnel including improvements to (1) defined responsibilities, (2) assessment of risk, and (3) vendor oversight plans.	C-2014-02318-020	01/05/15	Y	4.1.2 4.1.3 4.1.5	
VO-21 DM-09	Develop and implement recurring training for Project Management personnel on risk recognition and conservative decision making.	C-2014-02318-060	07/30/15	Y	4.1.2 4.1.3 5.5.2	
VO-23	Revise EN-DC-114, Project Management, to provide guidance in specifying contract language which will ensure detailed engineering calculations, quality requirements and standards are provided for internal and third party review, in accordance with revised EN-MA-119, Material Handling Program, when specially designed temporary lift assemblies are to be used.	C-2013-00888-019	11/28/13	N	4.1.3	
VO-24	Revise EN-MA-119, to require a documented engineering response to evaluation critical lifts if using any specially designed temporary lifting device, any lifting device that cannot be load tested per EN-MA-119 criteria, or any lifting device without a certified load rating name plate rating affixed to it.	C-2013-00888-020	09/30/13	N	4.1.3	

Identification, Assessment, and Correction of Performance Deficiencies

The following actions address improvement in the implementation and oversight of the corrective action program, self-assessment and performance monitoring, the quality of problem evaluations, and the use of operating experience, Entergy will implement the following actions by October 2017:

AAP Key #	Description	CR Action	AAP Due Date	Sustained Improvement Item (Y/N)	Discussed in 95003 Report Section(s)	Samples
CA-01	Establish CAP content in the ANO Employee Handbook to include behaviors for prompt identification of conditions into CAP.	C-2015-01240-064	04/06/16	Y	5.4.1 5.4.5	
CA-03	Conduct an organizational capacity study to determine and correct staffing and proficiency needs, including needs to support CAP implementation. Establish a People Health Committee to support ongoing monitoring and adjustments.	C-2015-02831-021	05/26/16	Y	5.4.1	
	Develop and implement initial CAP training and develop continuing CAP training for station employees, ACE/RCE Evaluators, Responsible Managers (including CARB and CRG), Department Performance Improvement Coordinators, OE Specialists and Points of Contact, and Performance Improvement personnel.	C-2015-01240-074 C-2015-01240-075 C-2015-01240-076	06/30/2016 09/29/2016 04/28/2016			

CA-04	C-2015-01240-077	06/30/2016	Y	5.4.1 5.4.2 5.4.4 5.4.5
	C-2015-01240-078	07/28/2016		
	C-2015-01240-079	10/27/2016		
	C-2015-01240-080	09/29/2016		
	C-2015-01240-081	12/01/2016		
	HQN-2014-00291-009	11/19/2015		
	HQN-2014-00291-010	11/06/2014		
	C-2014-02698-010	01/15/2015		
	C-2014-02698-015	01/29/2015		
	C-2014-02698-018	07/23/2015		
	C-2014-02698-020	07/30/2015		
	C-2014-02698-021	06/11/2015		
	C-2015-01240-049	08/06/2015		
	C-2015-01240-061	06/29/2017		
	C-2015-01240-062	11/17/2016		
C-2015-01240-063	11/17/2016			
CA-05	C-2015-01240-035	12/17/2015	N	5.4.1 5.4.4 5.4.5
	C-2015-01284-011	08/14/2015		
CA-06	C-2015-01284-013	05/01/2016	Y	5.4.1 5.4.5
	C-2015-01284-014	03/10/2016		
	C-2015-01284-020	03/31/2016		
	C-2015-01284-028	07/28/2016		
	C-2015-00788-003	12/31/2015		

Train investigators, managers and Performance Improvement (PI) Staff on proper causal techniques, manager oversight expectations and engagement, and conducting quality reviews of completed cause evaluations and corrective actions. Establish initial and refresher training. Implement training, benchmarking, process improvements, and monitoring/feedback to improve the rigor, attention to detail, and overall quality of Operability Determinations and Functionality Assessments.

		C-2015-01284-012	08/01/2015			
		C-2015-01284-017	11/15/2015			
CA-07	Establish/refine key CAP station and group level performance indicators.	C-2015-01240-036	09/24/2015	N	5.4.1	
		C-2015-02836-025	02/06/2016		5.4.2	
					5.4.5	
CA-09	Revise the CARB process to require the Performance Improvement Manager to present the status of the condition reporting process using established metrics to the CARB.	C-2015-01240-034	09/24/15	Y	5.4.1	
					5.4.4	
CA-10	Improve the periodic performance reviews and oversight of CAP and OE performance in Department Performance Review Meetings (DPRMs) and APRMs.	C-2015-01240-069	05/19/16	Y	5.4.1	
					5.4.2	
CA-11	Revise EN-LI-102, "Corrective Action Program," to require a focused self assessment every 2 years focused primarily on whether staffing levels support effective CAP implementation and oversight.	C-2015-01240-065	01/26/16	N	5.4.1	
					5.4.4	
CA-12	Develop metrics to evaluate and monitor the health of the OE program.	C-2015-02832-028	08/01/2016		5.4.1	
		C-2015-02832-027	08/01/2016	N	5.4.8	
CA-13	Establish an OE mentor to review OE responses and provide critical feedback.	C-2015-02832-026	12/30/16	Y	5.4.1	
					5.4.8	
CA-14	For a period of one year, establish CARB oversight of selected OE responses to verify program implementation meets CARB standards.	C-2015-02834-131	09/22/17	N	5.4.1	
					5.4.8	
CA-15	Revise the OE actions for selected responses to require a pre-job brief from the OE specialist. This brief should include examples of missed opportunities from past OE responses and a review of the procedure requirements for a satisfactory OE written response.	C-2014-00259-114	05/28/15	N	5.4.1	
					5.4.8	
CA-16	Train each OE Point of Contact (POC) at ANO on their responsibilities and skills needed to recognize the applicability of OE, elevate OE and use search tools to locate OE for evaluation.	C-2014-00259-115	08/13/15	Y	5.4.1	
					5.4.8	
CA-17	Revise OE Program procedure to include an annual review of the list of vendors providing safety-related products/services to ensure new suppliers are added.	C-2016-00782-002	07/21/16	N	5.4.1	
					5.4.8	
CO-02	Revise EN-FAP-OM-002, "Management Review Meetings," to prioritize review of Nuclear Safety Culture status and Regulatory performance on the Operational Excellence Management Review Meeting (MRM) agenda.	C-2015-02836-020	03/31/16		5.4.7	
		C-2015-02836-021	03/31/16	N		
CO-03	Align ANO and fleet key performance indicators with the industry and establish goals that are challenging and consistent with industry practices.	C-2015-02836-022	03/31/16	N	5.4.7	
DM-05	Benchmark a nuclear facility outside the Entergy fleet for its ability to recognize risk. Incorporate the learnings and develop a risk recognition training plan to be delivered at ANO.	C-2015-02832-043	07/31/16	N	5.5.2	
DM-12	Conduct benchmarking of a high performing station in the area of Operations Focus with a plan based on INPO's Principles for Effective Operational Decision-Making.	C-2015-02832-024	08/04/16	N	5.5.2	

DM-15	Perform a benchmark on a high performing station outside the Entergy Fleet on ODMI development, implementation, and effectiveness reviews.	C-2016-01348-003	08/22/16	N	5.5.2	
DM-22	Benchmark outside the Entergy fleet to capture best practices in the Work Management process and develop improvement actions based upon the results.	C-2015-03034-026	06/28/16	Y	5.3.3 5.3.7	
DM-23	Have a peer group from another plant perform a peer assist visit in Work Management.	C-2015-03034-027	07/21/16	N	5.3.3 5.3.7	
LF-11	Create Trending and Performance Review performance windows and aspects to improve the review of leadership performance in the areas of: Leadership Fundamentals: (1) Vision and Values, (2) Teamwork, (3) Accountability, (4) Employee Engagement, and (5) Resource Allocation. Performance Improvement: (1) Issue identification, evaluation and resolution, (2) Ownership of procedures and work processes, (3) Industry participation, (4) Self-assessments and benchmarking, and (5) Operating experience. Nuclear Safety: (1) Decision-making, and (2) SCWE.	C-2015-02829-022	05/20/16	Y	5.4.6 5.5.1	
OC-06 LF-14	Create and issue an ANO specific Recovery procedure to align with EN-LI-121, "Trending and Performance Review Process," and incorporate a simple tool to analyze externally identified performance issues both individually and in aggregate to present actionable data to the APRM.	C-2015-02829-023	05/20/16	N	5.1 5.4.6 5.5.1	
		C-2015-02831-024	06/14/2016			
		C-2015-02831-038	04/13/2016			
PH-09	Conduct a benchmark of the Plant Health Committee and Plant Health Working Group (PHWG) at a recognized industry leader in identifying and addressing equipment reliability issues. The intent of this action is to validate the action plan for improving our Plant Health Committee and establishing a Plant Health Working Group.	C-2015-03029-008	06/23/16	N	5.3.1	
PM-06	The INPO Event Report (IER) Review Board will review all formal Operating Experience (OE) evaluations for 12 months and initiate corrective action for any that do not meet management standards for quality.	C-2015-02834-131	09/22/17	N	5.3.2	
PM-09	Develop metrics for the number of open craft work order feedback requests.	C-2015-02834-126	08/25/16	N	5.3.2	
PM-10	Reestablish the PM Program Health Report for a period of at least 12 months.	C-2015-02834-127	04/20/17	Y	5.3.2	
TR-02	Define and incorporate guidance in the Condition Report screening and review process to prompt discussion and/or action for conditions potentially warranting a training solution.	C-2015-04626-007	03/01/16	Y	5.6	
TR-03	Define and incorporate practical guidance in EN-LI-121, "Trending and Performance Review," to support consideration of training as a potential solution for organizational performance issues.	C-2015-04626-010	04/21/16	N	5.6	
TR-04	Training Manager provides presentation(s) to Managers and Department Performance Improvement Coordinators (DPICs) on the use of training to support organizational performance improvement.	C-2015-04626-006	08/18/16	Y	5.6	

TR-05	Factor training needs into resources for key departments, including the training department, to ensure that resources support training for organizational performance improvement (this action refers to staffing to support training beyond that necessary for accredited programs).	C-2015-04626-009	06/23/16	N	5.6	
VO-16	Benchmark an industry leader outside the Entergy Fleet to capture best practices in vendor oversight.	C-2015-02838-012	08/14/16	N	5.5.5	

Human Performance

To improve human performance, leadership behaviors, organizational capacity, procedural quality, standards, and accountability, Entergy will implement the following actions by June 2018:

AAP Key #	Description	CR Action	AAP Due Date	Sustained Improvement Item (Y/N)	Discussed in 95003 Report Section(s)	Samples
DB-09	Experienced Mentors will be assigned to the Component and Programs areas from 7/1/2016 through 7/1/2017. This Mentoring effort will focus on behaviors, qualification and standards of the ANO Component and Programs areas to ensure full compliance and to build the knowledge and proficiency in these areas.	C-2016-00614-006	09/15/17	N	5.2.2	
DB-17	An Engineering Standard will be produced to provide sustainable, consistent guidance to station engineers in the performance of their duties. This standard will incorporate best practices for developing Engineering products beyond simple procedural compliance and ensure that standards and expectations for performance of Engineering duties are clearly articulated to the workforce.	C-2015-02833-020	06/30/18	Y	5.2.2	
DB-18	Re-baseline expectations for supporting information for NRC License Amendment Requests or Relief Requests based on past Requests for Information (RAIs).	C-2016-00203-006	04/14/2016	N	5.2.2 5.2.4	
		C-2016-00203-015	05/13/2016			
DB-19	Provide Regulatory Assurance departmental training on development of NRC License Amendment Requests.	C-2016-00203-008	07/28/16	N	5.2.2 5.2.4	
DM-13	Assign a mentor (outside of the Entergy Fleet) to coach and mentor each Shift Manager, emphasizing the aspect of leadership in Operational Focus.	C-2015-02832-025	12/30/16	Y	5.5.2	
DM-14	Assign a mentor to review and improve Operations Decision Making Instructions (ODMI) until such time as proficiency is demonstrated.	C-2016-01348-002	05/28/16	Y	5.5.2	
DM-16	Develop and implement training for key personnel on ODMI development, implementation, and effectiveness reviews.	C-2016-01348-004	02/17/17	Y	5.5.2	
		C-2015-03034-012	02/04/2016			
	Develop Roles & Responsibilities for the quorum line participants in the work management process.	C-2014-00259-241	03/24/2016			

DM-17		C-2015-02834-118	09/26/2017	5.3.3 5.3.7
		C-2015-02834-121	01/26/2017	
LF-01	Conduct leadership assessments for the senior lead team, managers and superintendents and establish individual development plans to support closing identified gaps in leader behaviors.	C-2015-03034-005	11/12/2015	5.5.1
		C-2015-02829-043	03/31/16	
		C-2015-02829-025	04/07/2016	
LF-02	Establish and roll out an ANO employee handbook with attributes and behaviors supporting nuclear safety and long term strategic improvement. The purpose of the handbook is to communicate and reinforce key values and behaviors.	C-2015-02829-026	06/16/2016	5.5.1 5.5.1.3
		C-2014-02318-172	01/21/2016	
		C-2015-02829-030	09/29/16	
LF-03	Provide supervisory training on constructive conversation skills.	C-2015-02829-033	01/22/2016	5.5.1
		C-2015-02829-038	03/17/2016	
		C-2015-02829-053	08/18/2016	
LF-04	As an interim action, establish weekly leadership alignment meetings for supervisors and above to reinforce actions and behaviors needed to achieve recovery objectives.	C-2015-02829-057	04/29/2016	5.5.1
		C-2015-02829-024	04/15/2016	
LF-06	Benchmark an external organization for Leadership Fundamentals and develop improvement actions as warranted based upon the results.	C-2015-02829-040	07/22/2016	5.5.1
		C-2015-02829-034	01/22/2016	
LF-08	As an interim measure, establish and implement external coaching for a sample of department and station performance review meetings in the Trending and Performance Review process.	C-2015-02829-049	03/16/2016	5.5.1 5.5.1.3
		C-2015-02829-011	04/07/16	
LF-10	Establish and implement an interim paired observations program for leaders to coach leaders on leadership behaviors.	C-2015-04647-013	05/12/16	5.5.3
NF-01	Implement a What it Looks Like (WILL) sheet for Nuclear Professional behaviors based on objectives in INPO 12-013, "Performance Objectives and Criteria." Include a continued focus on the four Primary Performance Issues identified in the Nuclear Fundamentals Area Action Plan. Procedure Use and Adherence Challenging Assumptions and Decision Making Conservative Bias and Risk Recognition Low Threshold for Reporting Issues WILL sheets provide listings of the characteristics expected to be found during observation of plant activities.			
NF-03	Develop content for the ANO Employee Handbook that addresses Procedure Use and Adherence.			

NF-05	Develop content for the ANO supervisor training that addresses Procedure Use and Adherence.	C-2015-04647-015	07/28/16	N	5.5.3
NF-06	Revise EN-OWF-126, "Management and Oversight of Supplemental Personnel," to ensure that supplemental employees receive the ANO Employee Handbook and are provided a expectations for its use in a discussion by their manager.	C-2015-02829-028	05/21/16	N	5.5.3
NF-09 SC-08	Develop and implement a "field presence" initiative that promotes and measures leader field presence. Objective is to drive and verify field presence by leaders to engage with employees and reinforce high standards.	C-2016-00748-012	05/27/16	Y	5.5.1.2 5.5.3 6.2
NF-10	Establish and implement a paired observation program. This is a "coach the coach" program to improve the quality of interactions between supervisors and those they supervise.	C-2015-02829-034 C-2015-02829-049	01/22/2016 03/16/2016	N	5.5.1.2 5.5.3
OC-01	Perform Organizational Capacity Assessments to determine staffing requirements for key departments based on experience, training needs, knowledge management needs, timing of expected retirements, resignations and reassignments, and the needs for a site with two dissimilar units.	C-2015-02831-021	05/26/2016	N	5.1
		C-2015-00991-007	10/16/2015		
		C-2015-02831-017	11/27/2015		
		C-2015-02831-020	12/29/2016		
OC-02	Authorize the hiring of Entergy personnel and/or contractor positions identified as immediate staffing requirements by the ANO Comprehensive Recovery Plan APHC during Organizational Capacity Assessment reviews.	C-2015-02831-041	08/25/2016	Y	5.1
		C-2015-02831-018	01/07/2016		
		C-2015-02831-019	04/15/2016		
OC-03	Establish and implement an ANO Integrated Strategic Workforce Plan (ISWP) that provides a strategic long-term perspective of future staffing needs with an explicit focus on ensuring staffing is sufficient to support nuclear safety. The workforce planning process will look into the future at least five-years, be updated annually, and reviewed quarterly by the APHC.	C-2015-02831-023	05/19/16	Y	5.1
OC-04	Establish and implement an APHC to place priority on staffing and retention issues that are impacting ANO employees or could impact nuclear safety.	C-2015-02831-022	06/29/16	Y	5.1
PM-13	Perform a resource allocation study of the PM program that identifies positions needed to maintain a continuously improving (living) PM Program.	C-2015-02834-117	06/30/16	N	5.3.2
PM-14	Address gaps in the PM program baseline staffing level based on the current levels of experience in the departments and at the site.	C-2015-02834-116	07/29/16	N	5.3.2
PM-19	Revise the PM procedure to require that craft work order feedback is monitored and incorporated within 90 days or Model Work Order (MWO) placed in PLAN status.	C-2015-02834-129	03/31/2017	N	5.3.2
		C-2015-02834-130	09/29/2017		
		C-2015-03033-010	12/16/2015		
	Develop and implement a Site Procedure Writer Guide based on applicable Industry standards.	C-2015-03033-032	06/01/2016		

PQ-01	C-2015-03033-011	12/16/2015	N	5.3.7 5.5.4
	C-2015-03033-015	12/16/2015		
	C-2015-03033-016	12/16/2015		
	C-2015-03033-017	12/16/2015		
	C-2015-03033-018	12/16/2015		
	C-2015-03033-020	06/15/2016		
	C-2015-03033-021	06/15/2016		
	C-2015-03033-022	06/15/2016		
	C-2015-03033-028	02/26/2016		
	C-2015-03033-014	12/16/2015		
PQ-02	C-2015-03033-033	06/01/2016	N	5.3.7 5.5.4
	C-2015-03033-003	12/16/2015		
PQ-03	C-2015-03033-004	12/16/2015	N	5.3.7 5.5.4
	C-2015-03033-005	12/16/2015		
	C-2015-03033-006	12/16/2015		
	C-2015-03033-007	12/16/2015		
	C-2015-03033-008	12/16/2015		
	C-2015-03033-009	12/16/2015		
	C-2015-03033-012	12/16/2015		
	C-2015-03033-031	06/01/16		
	C-2015-03033-013	12/16/15		
	C-2015-03033-023	12/30/2016		
PQ-04	C-2015-02517-004	09/30/2015	N	5.3.7 5.5.4
	C-2015-03033-019	02/15/2016		
PQ-05	Develop and implement a Work Order Instructions Guide based on applicable industry standards.			
	Perform scoping reviews to assess extent of procedure and work instruction quality issues.			
PQ-06	Conduct a Procedure Professionals Association (PPA) Certification Course for selected plant personnel.			
	Risk rank station procedures as safety significant, important, or normal to facilitate procedure upgrade project scoping. Upgrade procedures classified as "Safety Significant".			

PQ-07	Upgrade procedures classified as "important".	C-2015-03033-024	06/30/2017	N	5.3.7 5.5.4	Review of this action will utilize a sampling strategy due to the large number of procedures
		C-2015-03033-025	06/30/2017			
PQ-08	Upgrade procedures classified as "Normal".	C-2015-03033-026	06/30/18	N	5.3.7 5.5.4	Per Note 1 of the CAL, review a sample of procedures classified as "normal" risk that have been upgraded by June 2018. This sample should focus on the types of procedures listed in RG 1.33.
PQ-09	Upgrade Critical 1-4 Model Work Orders with a frequency of greater than or equal to 2 years or 2 refueling outages. Include associated procedures.	C-2015-03033-027	06/30/18	N	5.3.7 5.5.4	Per Note 1 of the CAL, review a sample of critical 1-4 "model" work orders that have been upgraded by June 2018. This sample should focus on work instructions that has the potential to affect safety-related equipment, as described in RG 1.33, section 9.A.
PQ-10	Review and/or validate station procedures with respect to gaps in use of "notes and cautions," and ensure needed corrections are entered into the appropriate station processes for completion.	2-2014-03507-005	04/29/2016	N	5.3.7 5.5.4	
		2-2014-03507-008	04/29/2016			
		C-2015-00850-021	11/27/2015			
		C-2015-00850-024	04/29/2016			
		C-2015-01566-007	06/30/2016			
		C-2015-01566-008	06/30/2016			
		C-2015-01566-009	06/30/2016			
		C-2015-01566-010	06/30/2016			
PQ-11	Establish periodic review and validation of station procedures. This will also support a systematic approach to revising station procedures not included in other actions to the standards contained in the new writers' guide.	C-2015-00850-055	03/03/16	N	5.3.7 5.5.4	

Equipment Reliability and Engineering Programs

To improve implementation of processes and programs that ensure key plant equipment remains available, reliable, and capable of meeting the plant design and licensing bases, including resolving specific equipment conditions, Entergy will implement the following actions by June 2018:

AAP Key #	Description	CR Action	AAP Due Date	Sustained Improvement Item (Y/N)	Discussed in 95003 Report Section(s)	Samples
DB-10	Resolve Standards Performance Deficiencies (SPD) from the Engineering Program assessments completed during the Preventive Maintenance Program Extent of Condition review.	C-2015-02834-157	12/15/2017	N	5.2.2	Per Note 2 of the CAL, review the following sample of actions to resolve problems/findings from self-assessments of the following programs: * Air-operated Valve Program * Heat Exchanger Program * Large Motor Program * Service Water Program * Obsolescence/Long-term Assessed Management Program * Microbiologically Influenced Corrosion (MIC) Program
		C-2015-02834-160	02/05/2018			
		C-2015-02834-161	02/05/2018			
		C-2015-02834-164	04/02/2018			
		C-2015-02834-165	07/02/2018			
		C-2015-02834-168	02/05/2018			
DB-11	One Benchmark or one Self-Assessment will be conducted in the following Program and Component areas: (see samples)	C-2016-00614-008	06/30/2018	N	5.2.2	Per Note 3 of the CAL, review actions to perform benchmarking/self-assessments for the following engineering programs: * Repair and Replacement Program * MIC Program * Large Motor Program * Probabilistic Risk Assessment Program
		C-2015-02833-028	07/16/2017			
		C-2016-00614-022	09/28/2017			
DB-12	Training and industry exposure will also be used to build the knowledge, proficiency and standards within the Program and Component areas as the owners of each program listed in DB-11 will participate in at least one industry meeting or specialized training course focused in their Program area	C-2016-00614-007	10/16/17	N	5.2.2	
DM-18	Develop and Implement Work Management Training for Senior Management, Managers, and each of identified Work Management positions with respect to roles and responsibilities.	C-2015-03034-013	03/03/2016	N	5.3.3 5.3.7	
		C-2015-03034-014	03/03/2016			
		C-2015-03034-016	10/30/2016			
		C-2015-03034-018	10/30/2016			
		C-2015-03034-022	04/28/2016			
DM-20	Develop and Implement Supply vs Demand model and metrics to determine and monitor resource needs to meet work load demand. The metrics will be used to measure resource demand and supply so that scheduled work has the correct resources assigned to complete the work	C-2015-03034-028	02/17/2016	N	5.3.3 5.3.7	
		C-2015-03034-026	12/27/2016			
PH-01	For open SIPD items, ensure Management Sponsors and Project Managers are assigned to verify database content is updated. This action supports effective decision making by ensuring the accuracy and completeness of existing SIPD records	C-2014-00089-034	12/29/2016	N	5.3.1	
		C-2014-00089-035	12/29/2016			
		C-2015-02831-027	12/27/2016			
		C-2015-02831-027	12/27/2016			

PH-02	Perform a review of the SIPD database from 2007 to present to identify Preventive Maintenance or Equipment Reliability Projects related to Critical Equipment that have been cancelled without mitigation strategies. Review and update the current Aging/Obsolescence list, Critical Spares list, and Equipment Reliability issues to identify equipment items that should be addressed during the 2017 and 2018 business cycles.	C-2015-02834-138	12/28/16	N	5.3.1			
		CR-ANO-C-2014-00089-036	06/29/2017					
		CR-ANO-C-2014-00089-037	06/29/2017					
		CR-ANO-C-2015-02831-028	06/27/2017					
		CR-ANO-C-2015-02831-029	06/27/2017					
		CR-ANO-C-2015-02831-030	06/27/2017		5.3.1			
		CR-ANO-C-2015-02833-042	06/29/2017	N	5.3.9.1			
		CR-ANO-C-2015-02833-043	06/29/2017					
		CR-ANO-C-2014-00089-038	07/28/2016					
		CR-ANO-C-2015-02832-037	06/23/2016					
		CR-ANO-C-2015-02832-039	06/13/2016					
		PH-03	Review and update the current site Unit Commitment List to identify Operations and Maintenance (O&M) and Capital Projects which are required to be resolved by completion of refueling outages 1R27 and 2R26.	C-2015-02831-031	06/27/2017			
				C-2015-02833-044	06/29/2017			
C-2015-03029-006	02/23/2017							
C-2015-03029-002	09/10/2015							
C-2015-03029-003	09/18/2015							
C-2015-03029-004	06/29/2016			N	5.3.1			
C-2015-02831-032	07/26/2017							
C-2015-02833-045	07/26/2017							
PH-04	Develop and Implement a Comprehensive Site Plan for Equipment Reliability that identifies the implementing resources (people, materials, funding, and time) needed to support on-line and outage Unit Commitment List items that require resolution by completion of 1R27							

PH-05	and 2R26.	C-2014-02601-007	12/18/2014	N	5.3.1	
		C-2014-02601-008	12/18/2014			
		C-2014-02601-009	12/18/2014			
PH-06	Obtain an independent third party review of the selection of SIPD items that are targeted on the Comprehensive Site Plan for Equipment Reliability to ensure the decisions for inclusion and exclusion are aligned with industry standards and expectations associated with timely processing. Include a detailed flowchart, workbook, and detailed presentation materials. Deliver / present the presentation to systems, components, and program engineers and to selected supervisory personnel. Have the workbook completed by personnel following the presentation.	C-2015-02831-034	09/28/2017	N	5.3.1	
		C-2015-02833-046	09/30/2017			
PH-10	Develop educational materials for the Plant Health process including SIPD processing. Include a detailed flowchart, workbook, and detailed presentation materials. Deliver / present the presentation to systems, components, and program engineers and to selected supervisory personnel. Have the workbook completed by personnel following the presentation.	C-2015-03029-011	08/25/16	N	5.3.1	
PH-11	Develop a Job Familiarization Guide for PHWG and Plant Health Committee members and alternates. Have all members and alternates complete the guide.	C-2015-03029-012	06/02/16	N	5.3.1	
PH-12	The following list contains equipment reliability issues in systems or components necessary for the safe and reliable operation of the unit(s) that will be resolved over the next two unit operating cycles. The intent of this action is to demonstrate improved equipment reliability by resolving long-standing equipment issues.	C-2015-03029-013	12/20/2018	N	4.3.2 5.2.1 5.3.1	* Unit 1 Reactor Building Coatings Margin improvement (CR-ANO-1-2015-200 CA-12) Fall 2016
		2-2015-02879-024	06/30/2016			* Unit 1 NI-501 Detector replacement (WO-411197, 00406600) Fall 2016
		2-2013-02242-050	11/13/2014			* K-5 Diesel Fire Pump Engine Overhaul (WO-292330) 3Q16
		C-2014-00259-130	12/17/2015			* Unit 2 Instrument Air Compressor replacement (WO-402561, 00402559) complete
		C-2015-02832-033	12/01/2016			* Fire Suppression System Reliability improvement (CR-ANO-C-2015-761 CA-21) 1Q17
		C-2015-02832-034	03/31/2016			* Unit 2 CCW Heat Exchanger (2E-288) replacement (SIPD-4203) spring 2017
		C-2015-02832-035	03/31/2016			* Service Water and Circulating Water Chemical Treatment System upgrade (SIPD-7970) 4Q17
						* Perform Startup transformer #2 inspections (CR-ANO-C-2015-3029 CA-38) 4Q17
						* Perform Startup Transformer #3 inspections (CR-ANO-C-2015-3029 CA-35) spring 2017
						* Complete design of Unit 1 ICS system reverse engineered modules (CR-ANO-C-2015-3029 CA-41) 1Q18
						* Implement planned SPV mitigation and elimination efforts (CR-ANO-C-2016-187) spring 2018

PH-13	The following list contains equipment reliability issues that are being evaluated by the Plant Health Committee for resolution commensurate with their potential impact on safe and reliable operation of the unit(s) by December 20, 2018. For any items not resolved by that date, the Plant Track and audit the completion of the following equipment reliability issues related to the White Finding and the potential for additional unplanned plant trips.	C-2015-03029-034	12/20/2018	N	5.3.1	* Samples TBD
		C-2015-02832-038	03/20/2016			
PH-14		2-2013-02242-022	06/19/2014	N	4.3.3 5.3.1	
		2-2014-00707-014	07/28/2016			
		C-2015-03029-035	07/21/2017			
		2-2014-00707-032	05/15/2017			
PM-01	Create a site specific procedure for component classification that will ensure appropriate classification of equipment for PM based upon risk and safety.	C-2015-02834-111	06/20/16	N	5.3.2	
PM-02	Create a site specific preventive maintenance program procedure that includes lessons learned from the PM Fundamental Problem root cause related to critical input to PM changes.	C-2015-02834-102	06/20/16	N	5.3.2	
PM-04	Transfer responsibility for PM evaluations of all Maintenance Rule components and critical system redundancy components to Engineering to ensure that appropriate expertise is brought to bear on these evaluations.	C-2015-02834-122	06/23/16	N	5.3.2	
PM-05	The PM Oversight Group will review all PM change requests for a minimum of 12 months and initiate corrective action for any that do not meet management standards for quality.	C-2015-02834-103	05/02/2017	N	5.3.2	
		C-2015-02834-104	01/31/2017			
PM-07	The Planning Quality Review Team (PQRT) will perform an enhanced review of critical Work Orders for a minimum of 12 months and feedback the results to the Planning staff.	C-2015-02834-119	03/31/2017	N	5.3.2	
		C-2015-02834-120	04/20/2017			
PM-11	Implement a new qualification card for Maintenance personnel who perform PM Evaluations.	C-2015-02834-124	06/30/2016	N	5.3.2	
		C-2015-02834-125	10/20/2016			
PM-12	Implement training for all personnel who are qualified to establish PM requirements.	C-2015-02834-110	03/31/17	N	5.3.2	
PM-15	Review a sample of component criticality classifications to validate that risk significant equipment is classified correctly.	C-2015-02834-137	03/29/18	N	5.3.2	
PM-18	Develop mitigation strategies to address cancelled projects in the Site Integrated Planning Database (SIPD) including embedded sub-component projects.	C-2015-02834-128	07/07/2017	N	5.3.2	
		C-2015-02834-138	12/28/2016			

Safety Culture

To improve nuclear safety culture values and behaviors to ensure commitment by leaders and individuals to emphasize safety over competing goals, Entergy will implement the following by December 2016:

AAP Key #	Description	CR Action	AAP Due Date	Sustained Improvement Item (Y/N)	Discussed in 95003 Report Section(s)	Samples	
CO-01	Revise EN-FAP-OM-011, "Corporate Oversight Model," to include station Nuclear Safety Culture output from the nuclear safety culture monitoring panel as inputs to the Oversight Analysis Meeting (OAM) and Oversight Review Board (ORB).	C-2015-02836-018	03/31/2016				
		C-2015-02836-019	03/31/2016				
		HQN-2014-00291-011	12/17/2015				
		HQN-2014-00291-012	03/26/2015	N	5.4.7		
		HQN-2014-00291-013	06/25/2015				
		HQN-2014-00291-014	07/17/2014				
		HQN-2015-00530-003	10/08/2015				
		CO-04	Revise procedures that govern Nuclear Oversight Performance Assessments to include nuclear safety culture trend codes. Apply relevant safety culture trend code(s) during the trending process. Based on report frequency, roll up codes to provide a perspective on nuclear safety culture and include in established reporting processes.	C-2015-02836-023	03/31/16	N	5.4.7
DM-02	Establish a decision making Nuclear Safety Culture Observation form to include the top Leader Behaviors to be demonstrated and reinforced at ANO meetings. The form should include decision making practices that emphasize prudent choices over those that are simply allowable.	C-2015-02832-041	03/24/16	N	5.5.2		
DM-03	Establish Decision Making and Risk Management content in the ANO Employee Handbook to include behaviors for making effective decisions and appropriately managing risk with the expectation for both employees and leaders to use the book in communicating, demonstrating and reinforcing appropriate behaviors	C-2015-02832-018	05/04/16	N	5.5.2		
LF-05	Provide supervisory training on NSC and SCWE.	C-2015-02829-029	06/30/16	Y	5.5.1		
NF-04	Develop content for the NSC observation process that addresses Procedure Use and Adherence.	C-2015-04647-014	06/24/16	N	5.5.3		
PM-20	Improve the performance review process for leadership fundamentals supportive of long term strategic improvement.	C-2015-02834-105	06/21/16		5.3.2		
SC-02	Revise the procedure "Nuclear Safety Culture Monitoring" to define the role and responsibilities of the ANO NSC Manager.	C-2016-00748-008	06/10/2016	N	6.2		
		C-2015-02829-032	02/26/2016				

SC-03	Revise the procedure "Nuclear Safety Culture Monitoring" to add Nuclear Safety Culture Monitor Orientation training for Nuclear Safety Culture Monitoring Panel (NSCMP) and Safety Culture Leadership Team (SCLT) members.	C-2016-00748-013	06/10/16	N	6.2	
SC-04	Conduct a structured off-site meeting among the ANO Senior Leadership Team to align on what a Strategic Commitment to Safety looks like at ANO and the leader behaviors that will demonstrate that commitment.	C-2016-00748-007	05/19/16	N	6.2	
SC-05	Create an ANO Employee Handbook that includes NSC, Safety Conscious Work Environment (SCWE) and CAP standards and expectations, and provide orientation and expectations to ANO personnel on the contents and use of this handbook as a daily tool for communicating, reinforcing, and demonstrating NSC and CAP expectations.	C-2015-01240-064	04/06/2016	Y	6.2	
		C-2015-02829-025	04/07/2016			
		C-2015-02829-027	05/21/2016			
SC-06	Conduct meetings facilitated by members of the site management to rollout the ANO Employee Handbook to ANO personnel and expectations for its use.	C-2015-02829-026	06/16/16	N	6.2	
SC-07	Establish a small group meeting schedule to facilitate face-to-face interaction between ANO senior leadership and station employees. This activity should span a minimum period through the end of 2016 and include the following attributes: (1) purpose is open dialogue on safety performance with emphasis on employee questions and feedback, and (2) schedule should be coordinated to facilitate broad exposure, with emphasis on workers on shift rotation who can't routinely participate in other communication forums.	C-2016-00748-019	05/26/2016	N	6.2	
		C-2015-01445-099	04/28/2016			
		C-2015-01445-100	05/05/2016			
		C-2015-01445-102	06/09/2016			
		C-2015-01445-103	02/11/2016			
		C-2015-01445-105	06/16/2016			
		C-2015-01445-106	02/11/2016			
		C-2015-01445-107	06/09/2016			
		C-2015-01445-108	02/18/2016			
		C-2015-01445-109	03/17/2016			
		C-2015-01445-110	07/07/2016			
		C-2015-01445-111	02/11/2016			
		C-2015-01445-112	06/09/2016			
C-2015-01445-116	05/05/2016					

SC-09 NF-07	Develop and provide training to ANO leaders, including supervisory training on NSC and SCWE, constructive conversation skills.	C-2015-02829-029	06/30/2016	Y	6.2	
		C-2015-02829-030	09/29/2016			
		C-2015-01445-120	05/31/2016			
SC-10 NF-08	Develop and present training to ANO workforce to include case studies that illustrate the "right picture" of Nuclear Safety Culture. Include what it means to be an engaged and thinking individual nuclear worker as per recommendation 3.a. of Significant Operating Event Report (SOER) 10-2, Engaged, Thinking Organizations.	C-2015-02829-024	04/15/2016	Y	6.2	
		C-2016-00748-010	12/30/2016			
		C-2015-01709-009	06/01/2016			

Implement priority group specific action plans to address safety culture issues.

C-2015-01445-044	12/23/2015
C-2015-01445-047	12/23/2015
C-2015-01445-050	12/23/2015
C-2015-01445-053	12/23/2015
C-2015-01445-056	01/14/2016
C-2015-01445-059	01/14/2016
C-2015-01445-062	12/23/2015
C-2015-01445-065	01/14/2016
C-2015-01445-068	12/23/2015
C-2015-01445-132	01/26/2017
C-2015-01445-133	01/26/2017
C-2015-01445-134	01/26/2017
C-2015-01445-135	01/26/2017
C-2015-01445-136	01/26/2017
C-2015-01445-137	01/26/2017
C-2015-01445-138	01/26/2017
C-2015-01445-139	01/26/2017
C-2015-01445-140	01/26/2017
C-2015-01445-008	08/21/2015
C-2015-01445-009	08/21/2015
C-2015-01445-010	08/14/2015
C-2015-01445-018	11/12/2015
C-2015-01445-019	07/28/2016
C-2015-01445-020	02/05/2016
C-2015-01445-021	07/28/2016

C-2015-01445-023	12/11/2015
C-2015-01445-024	12/10/2015
C-2015-01445-025	12/23/2015
C-2015-01445-026	12/23/2015
C-2015-01445-027	12/11/2015
C-2015-01445-028	12/11/2015
C-2015-01445-029	12/11/2015
C-2015-01445-030	12/11/2015
C-2015-01445-031	12/11/2015
C-2015-01445-032	12/10/2015
C-2015-01445-033	12/10/2015
C-2015-01445-034	12/10/2015
C-2015-01445-036	12/11/2015
C-2015-01445-037	12/11/2015
C-2015-01445-038	12/11/2015
C-2015-01445-039	01/14/2016
C-2015-01445-040	12/18/2015
C-2015-01445-041	01/15/2016
C-2015-01445-045	01/14/2016
C-2015-01445-046	07/29/2016
C-2015-01445-048	01/14/2016
C-2015-01445-049	07/29/2016
C-2015-01445-051	01/14/2016
C-2015-01445-052	07/29/2016
C-2015-01445-054	01/14/2016

6.2

Y

SC-11

C-2015-01445-055	07/29/2016
C-2015-01445-057	01/14/2016
C-2015-01445-058	07/29/2016
C-2015-01445-060	01/14/2016
C-2015-01445-061	07/29/2016
C-2015-01445-063	02/04/2016
C-2015-01445-064	07/29/2016
C-2015-01445-066	01/14/2016
C-2015-01445-067	07/29/2016
C-2015-01445-069	01/15/2016
C-2015-01445-070	07/29/2016
C-2015-01445-071	01/21/2016
C-2015-01445-072	01/07/2016
C-2015-01445-073	01/07/2016
C-2015-01445-074	01/14/2016
C-2015-01445-075	01/14/2016
C-2015-01445-076	04/15/2016
C-2015-01445-077	08/04/2016
C-2015-01445-078	04/07/2016
C-2015-01445-079	04/29/2016
C-2015-01445-080	05/19/2016
C-2015-01445-082	03/30/2016
C-2015-01445-083	01/29/2016
C-2015-01445-084	12/30/2016
C-2015-01445-085	12/21/2016

SC-14 LF-09 CA-02	C-2015-01445-086	06/23/2016				
	C-2015-01445-088	02/04/2016				
	C-2015-01445-089	02/25/2016				
	C-2015-01445-090	03/10/2016				
	C-2015-01445-093	06/16/2016				
	C-2015-01445-094	01/13/2016				
	C-2015-01445-101	06/16/2016				
	C-2015-01445-104	12/30/2016				
	C-2015-01445-113	12/30/2016				
	C-2015-01445-114	06/16/2016				
	C-2015-02829-031	05/26/16	Y	5.4.1 5.4.4 5.5.1 6.2		
	SC-15	C-2015-02836-018	03/31/2016	Y	6.2	
		C-2015-02836-020	03/31/2016			

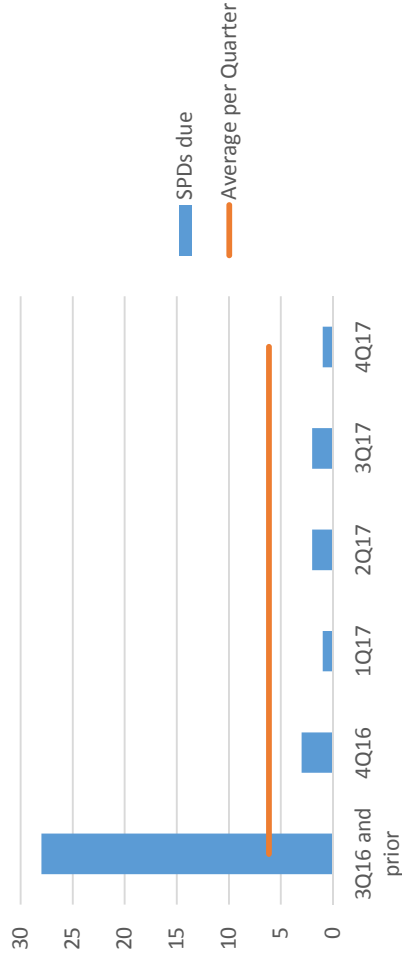
Establish and implement a Nuclear Safety Culture Observation process including elements of Leaders Behaviors, NSC, and SCWE. The observer monitors leader performance on a daily basis and provides feedback to correct adverse trends in behaviors.

Raise the priority and visibility of NSC at the fleet level by revising the Corporate Oversight Model to include station NSC output from the nuclear safety culture monitoring panel as input to fleet Oversight Analysis Meetings and Oversight Review Boards.

Service Water System Self-Assessment

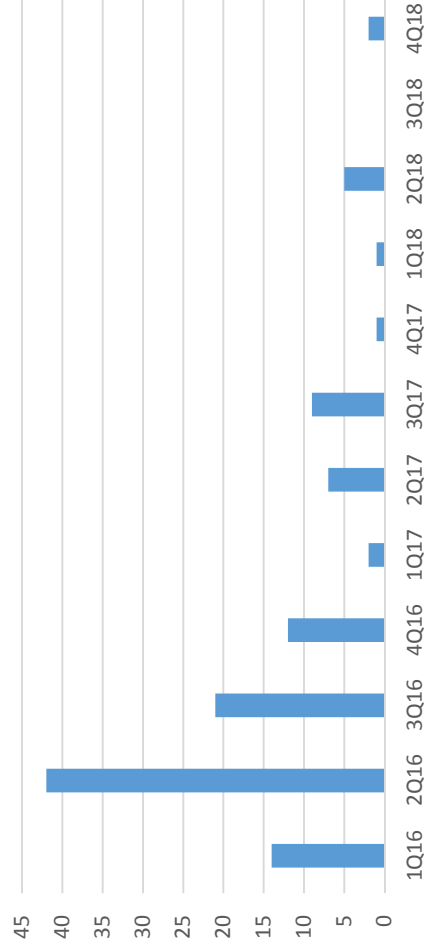
To ensure conditions adverse to quality are identified and resolved, ANO will conduct a focused self-assessment of the Units 1 and 2 service water systems in accordance with station procedures and NRC Inspection Procedure 93810, "Service Water System Operational Performance Inspection," by December 2016.

Significant Performance Deficiencies by Quarter



Quarter	SPDs due
3Q16 and prior	28
4Q16	3
1Q17	1
2Q17	2
3Q17	2
4Q17	1

of CAs due



Quarter	# of CAs due
1Q16	14
2Q16	42
3Q16	21
4Q16	12
1Q17	2
2Q17	7
3Q17	9
4Q17	1
1Q18	1
2Q18	5
3Q18	0
4Q18	2